

Internship Report



**BRITISH AMERICAN
TOBACCO
BANGLADESH**





Internship Report

On

**“Project Management Process of Engineering and
Site Services (ESS) at British American Tobacco Bangladesh”**

Course Name: Internship
Course Code: BUS400

Prepared For-
Mr. Tofazzal Hossain
Lecturer
BRAC Business School

Prepared By-
Rounak Ferdous
Student ID – 13204048
BRAC Business School
BRAC University

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2nd August 2018

Mr. Tofazzal Hossain

Lecturer

BRAC Business School

BRAC University

66 Mohakhali, Dhaka.

Subject: Submission of Internship Report on “Project Management process of Engineering and Site services (ESS) sector at British American Tobacco Bangladesh”.

Dear Sir,

With utmost respect, it is a great pleasure to submit my internship report of the three-month long internship program completed at British American Tobacco Bangladesh under Operations Department's Engineering and Site Services sector.

I have put my paramount effort to make this report a meaningful and successful one. I took this report as an opportunity to reflect my learning about the whole scenario of corporate life, organizational policy, internal work environment, and different aspects of Operational functions. I look forward to making the best use of my knowledge that I have gained from this Internship.

I would like to express my sincere gratitude to you for your kind guidance & suggestions in preparing the report. I would like to apologize for any mistakes that I have made during preparing this report. If you need any further clarification for any part of this internship report, I would eagerly provide the informational details you want to know.

With best regards

Rounak Ferdous

Student ID: 13204048

Acknowledgement

To begin with my report, I am thankful to my Lord for giving me the strength, opportunity and ability to accomplish the internship program as well as the internship report on a scheduled time despite of various complications. It gives me immense pleasure to thank many individuals for their cordial cooperation and encouragement which has contributed directly or indirectly in preparing this report.

Initially, I would like to express my gratitude to my internship supervisor Mr. Tofazzal Hossain for his guidance and feedback that made everything easier. At first, I was confused that whether I would be able to make a fruitful report on time or not but with his assistance, I found a way to do everything accurately. He kept me on track to complete this report and his suggestions were accurate enough in making this report as flawless as possible.

Furthermore, I must show my gratitude to my assigned supervisor of British American Tobacco Bangladesh (BATB), Zarif Bazme Hafeez the project engineer, who willingly took my responsibility and gave me a lot of time and shared his working experiences with me. Being a business student, it was tough for me to understand Engineering works, but his guidance showed me a way not only to understand the terms but also the office culture and how to adapt with the corporate norms and behaviors.

I would also like to express my sincere thanks to all the employees of Engineering and site service sector of Operations Department at British American Tobacco Bangladesh who helped me during my work tenure and made my experience a memorable one. And special thanks go to my project managers Md. Shatil Sadman, Minhadr-uz-Zaman and Samiha Haque for their patience and endeavor to help me out throughout this entire journey.

Executive Summary

The purpose of this internship report is to analyze the whole process of Project Management system as a sub department of Operation's. As, planning is the first step of success hence, preparing adequate plans for a project execution is a very crucial matter. British American Tobacco Bangladesh has delivered outstanding performances throughout the history so, there must be a solid and valid proposition of their project management process. In the first part of the report I have tried to reflect an effective overview of British American Tobacco Bangladesh as a successful business venture along with its history, vision, mission, Organizational organogram and many more. The second part talks specifically about the whole cycle of project management where I worked in, my job responsibility, learnings during this 3 months internship period, challenges that I have faced, ways through which I have successfully overcome those problems and some recommendations from my limited understanding. In the analysis and Interpretation part I have included the flowcharts of working process of different projects, samples of my work tenure, graphs and a lot of detailed information's. Operations Department is the largest department of British American Tobacco Bangladesh. As a sub division, Engineering has played a major role to construct the projects more efficiently. The whole procedure has been shown in the report step by step so that the reader can have a clear idea how this project management team works. After being a part of this company for last three months I have collected a lot of information's regarding the Cigarette production and how the whole organization works. Project management is a very important role for this company as they deal with all the Civil engineering, facilities and other functional constructional works. The preparation is for the factories as well. This report is indeed a very valuable source to gather information about the cycle of project management system of Engineering and Site Services.

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Part 1: Overview of the Organization

British American Tobacco Group is the world's second largest quoted tobacco group by global market share, with brands sold in more than 200 markets. The business was formed in 1902, as a joint venture between the UK's Imperial Tobacco Company and the American Tobacco Company founded by James 'Buck' Duke. With over 300 brands in its portfolio, BAT holds large market positions in each of the regions it operates its business operation. And with one billion adult smokers around the world, BAT manufacture the cigarettes chosen by around one in eight of them thus making the company market leader in more than 55 markets. In 2015, it sold 663 billion cigarettes, made in 44 factories in 41 countries. On daily basis the company manufactures around 2 billion cigarettes. Although British American tobacco operates in a controversial market, yet it has succeeded in achieving one of the most remarkable leading positions in the market. Despite its name, derived from the home bases of its two founding companies, British American Tobacco was established to trade outside both the UK and the USA, and grew from its roots in dozens of countries across Africa, Asia, Latin America and continental Europe. Till 2015 it has employed more than 85,000 people worldwide, with many more indirectly employed through its supply chain. British American Tobacco alone contributed approximately £30 billion to governments worldwide in excise and other taxes in 2015. BAT has sustained a significant global presence for over 100 years. Its business was founded in 1902 and by 1912 had become one of the world's top dozen companies by market capitalization. BAT operates at a local, as well as global, level. BAT is working appreciably with thousands of farmers internationally in the purpose of tobacco growing. The company provides agronomy support to the farmers for quality crop production as well as they maintain the whole procedure in an environmental friendly way. Though the company doesn't own tobacco farms or directly employ farmers more than 1,000 BAT leaf technicians worldwide support some 90,000 contracted farmers worldwide. It takes pride in the responsible way that businesses are run. And the recognition and awards it has received over the decades show it's not just BAT who think it is doing the right thing. BAT is the first tobacco company to be included in the Dow Jones Sustainability Index in 2002 – and it has been included every year since. As a multinational organization BAT knows that to continue this success and grow the business it needs to operate

sustainably. And that will depend on the company satisfying not only its shareholders, but also many other stakeholders.

British American Tobacco Bangladesh



The presence of British American Tobacco Bangladesh in this part of the world can be traced back to 1910. Beginning the journey as Imperial Tobacco 107 years ago, the Company set up its first sales depot at Armanitola in Dhaka. After the partition of India in 1947, Pakistan Tobacco Company was established in 1949. The first factory in Bangladesh (the then East Pakistan) was set up in 1949 in Fauzdarhat, Chittagong. In 1965, the second factory of Pakistan Tobacco Company went into production in Mohakhali, Dhaka. It became Bangladesh Tobacco Company Limited in 1972 immediately after Bangladesh's independence. In 1998, the Company changed its name and identity to British American Tobacco Bangladesh (BAT Bangladesh or BATB) aligning the corporate identity with other operating companies in the British American Tobacco Group. BAT Bangladesh is a subsidiary of BAT plc, world's leading tobacco group, with brands sold in 200 markets around the world. They make high quality tobacco products for the diverse preferences of consumers, spanning the business 'from seed to smoke', and we are committed to embedding the principles of corporate social responsibility through our responsible business operation. After the Partition, Pakistan Tobacco Company (PTC) came into existence with its head office in Karachi in 1949. British American Tobacco Group holds 65.91% share in the Company. The Government of

Bangladesh owns 26.57% through several of its agencies, while 7.52% is owned by other shareholders. BATB is a public company listed on the Dhaka and Chittagong stock exchanges. The Board of Directors has nine members – a Non-Executive Chairman, four Non-Executive Directors and four Executive Directors. It is also a leading business organization in the industrial sector employing more than 11,000 people directly and a further 60,000 indirectly as farmers, distributors and suppliers. It has business contracts directly with approximately 45,000 registered farmers who produce high quality tobacco leaf.

In its effort to create an international market for Bangladeshi leaf tobacco the Company has been exporting tobacco to markets in developed countries like UK, Germany, Poland, Russia and New Zealand.

Shareholders of British American Tobacco Bangladesh:

This company was among the first companies to be listed on the Dhaka and Chittagong Stock Exchanges and currently ranked amongst the top 10 companies in terms of market capitalization. British American Tobacco Group holds 72.91% of the total market shares; 12.86% is owned by Investment Corporation of Bangladesh; Shadharan Bima Corporation, Bangladesh Development Bank Limited, Government of People's Republic of Bangladesh and a further 14.23% is owned by other shareholders. They are currently contributing approximately two-thirds of the revenue derived from the cigarette industry, wherein 2013-14 fiscal year BAT Bangladesh contributed over BDT 8,436 crore as taxes to the National Exchequer. The company will continue to support Government proposals that establish a sustainable level of tax contribution to the national exchequer while ensuring a sustainable growth for the industry. In 2017 calendar year, BAT Bangladesh contributed over BDT 16,427 crore as taxes to the National Exchequer, which makes them one of the highest taxpayers to the Government.

Company Belief

At BAT Bangladesh, they strive to be a responsible Company wherever they operate - be it their shareholders, employees, business partners or any other relevant internal and external stakeholder. To them, responsibility is a way of life and that is why they believe success and responsibility go

together. Currently, employing around 1,500 people directly, engaging approximately 50,000 people indirectly as farmers, distributors, local suppliers and over 1.3 million retailers performing in our business, they take great pride in saying that BAT Bangladesh is one of the most preferred employers in the country. It is the people who bring their differences every day that make BAT Bangladesh a great place to work in.

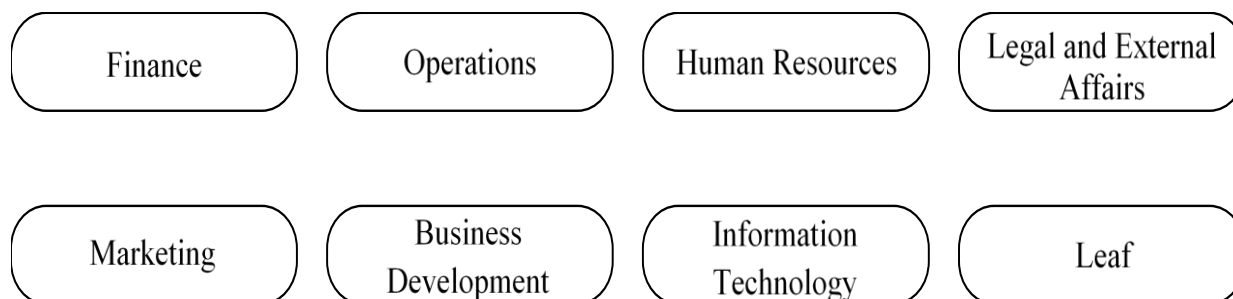
Mission of British American Tobacco Bangladesh

British American Tobacco Bangladesh needs to continue to ensure that its adult consumers are fully aware of their choice when they are purchasing its products. It recognizes that it has a responsibility to offer a range of products across the risk continuum, but it will also defend people's right to make an informed choice. Also, with the change of society the priorities and needs shift, so British American Tobacco Bangladesh aims that it must be ready to meet new challenges and take the advantage of new opportunities. British American Tobacco Bangladesh is a major international business and along with this status responsibilities occur automatically like developing and marketing less risky products, being open about the risks of all our products, supporting agricultural communities worldwide and minimizing the impact of British American Tobacco Bangladesh on the environment.

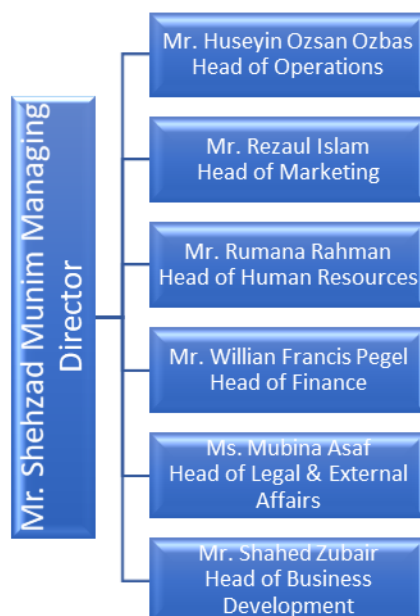
Vision of British American Tobacco Bangladesh

British American Tobacco Bangladesh believes that by being the world's best at satisfying consumer moments, it will become the leader in the industry. As consumers are at the core of everything British American Tobacco Bangladesh and its success depends on addressing their evolving concerns, needs and behaviors. The second part of British American Tobacco Bangladesh's vision is Tobacco and beyond – which recognizes the strength of its traditional tobacco business and the opportunities it sees in Next Generation Products. Since consumers look for alternative choices and product categories in which British American Tobacco Bangladesh is uniquely placed to succeed.

Departmental structure of British American Tobacco Bangladesh:



Chain of Command at British American Tobacco Bangladesh:



Part 02

2.1 Introduction to the Report

2.1.1 Rationale of the Study:

While working with British American Tobacco Bangladesh as an Intern under Operations Department in the Engineering and Site services, I have come up with some facts that project management is a very challenging task to do because without proper supervision and execution no task can be done within the timeline. Before initiating a project the whole department has to go through certain procedure and this is very important to ensure a successful venture. Planning a project is very important as it is the core of the success possibilities. Without proper planning any work cannot be done. In real life, whenever I have to work for an organization I have to come up with proper planning in case the company assigns me to any project, HR or marketing department. Hence, I chose to portray my experiences on project management process as I worked under this sector so, it was easier for me to prepare my report on this topic.

2.1.2 Statement of the Problems:

During preparing this report I found out that the project management process is a long and tiresome job because it includes a lot of activities which is not possible for one or two individuals to do so. The project management being an extreme topic to be covered needs more people to execute the job on time. Though the team itself works for the company's betterment, still some problems always remain there. BATB asks for an on time work delivery so, sometimes it becomes a hectic problem for the project manager and engineer. Including more team members would definitely provide more opportunities to conclude the projects on time. Another problem that I figured out is, during the project processing, every department is interlinked. Therefore, if one department fails to fulfill its duty the project team will suffer for it. BATB follows a strict policy of departmental Co-ordination therefore, if one department lacks behind to deliver the documents on time others will suffer as well. This is not a major issue, proper time management and people management can solve this problem if they take their duties more seriously.

2.1.3 Scope and Delimitation of the Study:

Scopes of Learning:

There are some scopes of working with the projects such as getting to know in depth about the entire company and its operations department. Followed by the Engineering and Site Services sectors all functions and going through every aspect where I worked. This adds a lot of external knowledge to my business mind because this is out of my area of study so I learned a lot of new things here.

Limitations:

During my internship period at BATB, I faced few difficulties initially. Most of them were cleared out after working for few days. Some of the major challenges and limitations are highlighted below:

1. Completely different area of work: As my area of study is Bachelors of Business Studies it is quite obvious that I will not fit into the Engineering Department. At the very beginning of my internship journey I used to understand nothing about that department and how it works. My ideas about business ethics or business policies were no longer of use in Operations department for last three months hence; I had to adjust with this critical situation. Most of the time I found it difficult to understand because all the projects were related to Machineries and Civil Engineering. I had to adjust with the project management team because I had no idea about engineering tasks. So, this was the biggest challenge for me.

2. Time Limitation: Engineering Department is very strict regarding timing. For instance, a project which is supposed to be completed by that particular day, they won't give any extra time to complete it. As my projects were completely new, so, I had to face difficulties understanding them and then start doing them. Often I had very tough times to deliver those projects on time. Despite of being so friendly with me, my manager sometimes used to be very strict as the projects had to be 100% error free. Moreover, they won't supervise anyone more than once regarding a particular task. So, if I couldn't capture the information's at once, I would be completely lost and thus the problems used to occur. However, after a month I have adapted with the situation pretty fast and started working to deliver them on time.

3. Lack of Proper Research Material: All the projects were new so I sometimes stumbled to find previous related work info's. There weren't any sample projects to take ideas from. Therefore, I had a very tough time during any research based projects.

4. Lack of proper direction: Initially my manager explained me all the procedures of different projects but as, I am not from engineering background so, I had to face difficulties following those instructions. My manager thought that I would be able to work on any project without making any error but his less concentration on the briefing sometimes made my task really hard. Moreover, some of the Engineering terms cannot be understood by a business student hence, if I would get a little more directions from him I assume, I would have done a lot better. And on the first day of my internship I was assigned the task of doing asset capitalization, here my manager asked me to take information's from another employee but he wasn't giving me enough time so I became very frustrated that I wouldn't be able to complete the task and they will fire me. But somehow later on, he managed some time for me and I successfully could do my project.

5. Feedback: After completing a task I used to wait for my manager's feedback on my project whether it was okay or not. But, sometimes he used to be very busy. However, back then I never received feedback and was told to carry on as the work would be checked once after everything is completed. Finally, after completing the whole task in the first stage I was given a feedback where as expected a number of problems were identified. Even though it was expected yet it was greatly demoralizing.

6. Losing confidence: My manager's boss would give me a lot of work most of the time, so, as I was not from engineering background I had to face a lot of pressure during that time. He used to be very rude sometimes, so I kind of lost my interest to work over there. If I was very amazing during a project he never appreciated my work but when I made any error on my projects he used to be very mean and rude which resulted in my low self esteem. Not only my manager but also most of the employees used to give me work at a time, so I used to feel like a servant sometimes. But with times I overcame those situations and handles them with more confidence.

7. Lack of Tangible resources: As I was working for the project management team I had to have access to the PC continuously. But some of the times other employees would come and use that designated computer for their own purpose thus I would lack behind from my own task. They didn't

provide me a personal computer to work with I had to share a computer with other clients so sometimes it was troublesome.

8. Not getting help from other employees: After doing my work when I asked the employees to help me out regarding my internship report most of them didn't provide me enough information. So, I had to face a lot of challenges to collect these information's. And not getting help from the employees was really a disappointment to me.

9. Understanding problems: most of the time my manager wouldn't explain me every term in details so, I had to Google everything to know the definitions and how to do a work. Internet sources and knowledge were never enough to conduct a project so, I faced difficulties while completing a task.

10. Extreme work pressure and lack of moral support: After the very first week, I started working on projects in a full swing because during the Eid days, engineering team works the most and as an intern I was the only helping hand for the entire engineering team. As a result, I had to complete my manager's work as well as of other employees works. As a result, I got easily frustrated and some of the times extreme mental pressure led me to feel depressed and upset about the entire work tenure.

2.1.4 Objectives

Broad Objective: my main objective was to gather knowledge about the total project management system so that I could prepare a report on this entire system. Finding out how the whole project management process works at British American Tobacco Bangladesh.

Specific Objectives: There are some sub objectives interlinked with my specific objective. They are-

- Function of Operations Department
 - Organizational structure
 - Flowchart of project management and the team
 - How chain of command works
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- Project management system step by step

2.2 Review of Related Literature:

As the entire topic is a new one hence, I couldn't find any similar literatures to take help from. Thus, there isn't any source available for my literature review.

Methodology of the Report:

To conduct this study both Primary and Secondary Data collection methods have been used to post the information's. Methodology refers to the overall procedures of research used in my internship report. To achieve the required results to establish the objectives two basic methods were used-

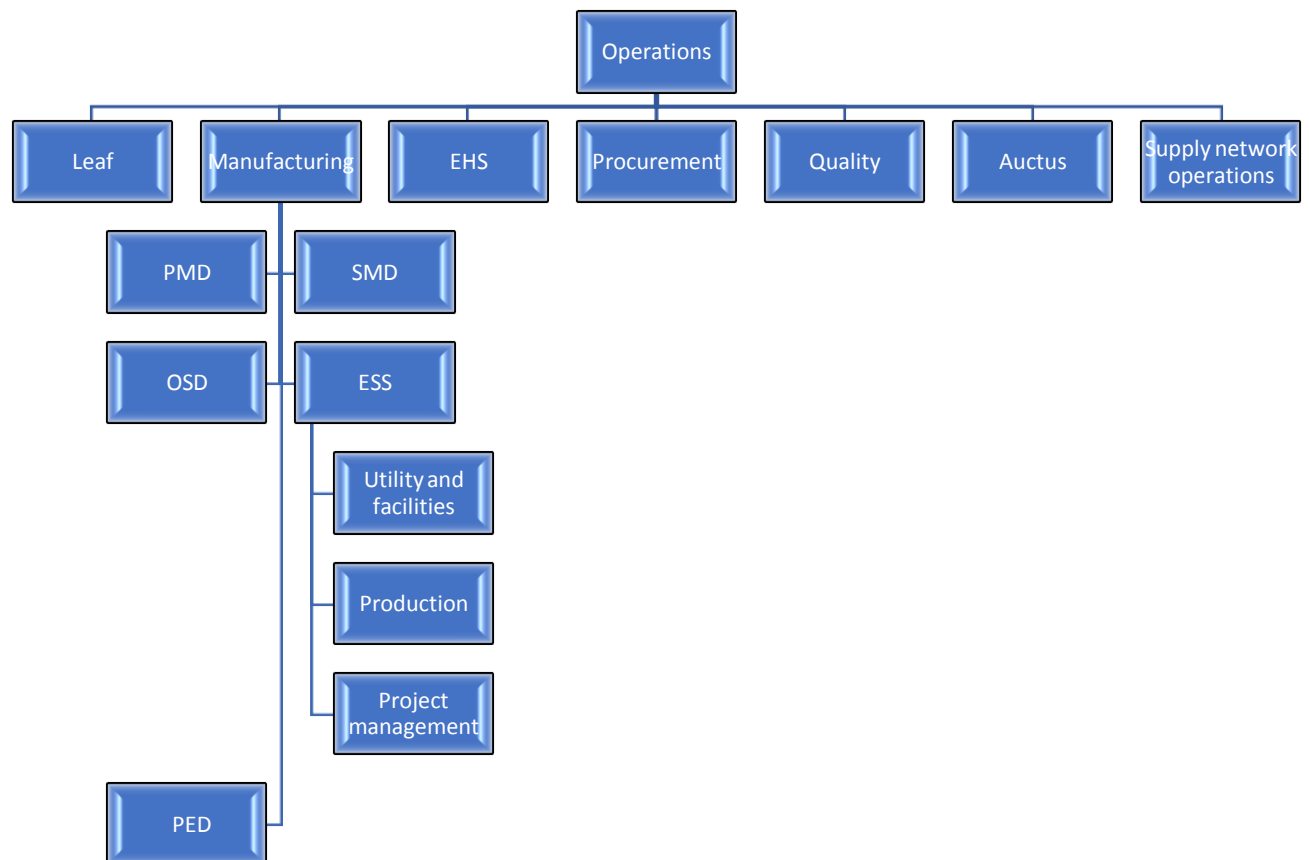
a) Primary data collection: To know in depth information's and details about the whole process of project management, I had to take one-to-one interview of several project managers, different vendors, site service managers and other corporate employees of BATB. Most of the time they only used to give the general briefs so, I had to analyze the entire process and research on my own.

Interpreting those data for this report was my primary focus. Moreover, observing the employees there to know the work environment and whole system was a part of my report. I couldn't get any information on project management from any report or journals or anything so I had to take notes and information's from different individuals and it was completely their word of mouth on which basis I prepared my report. My manager helped me during my internship to know in depth information's about the process.

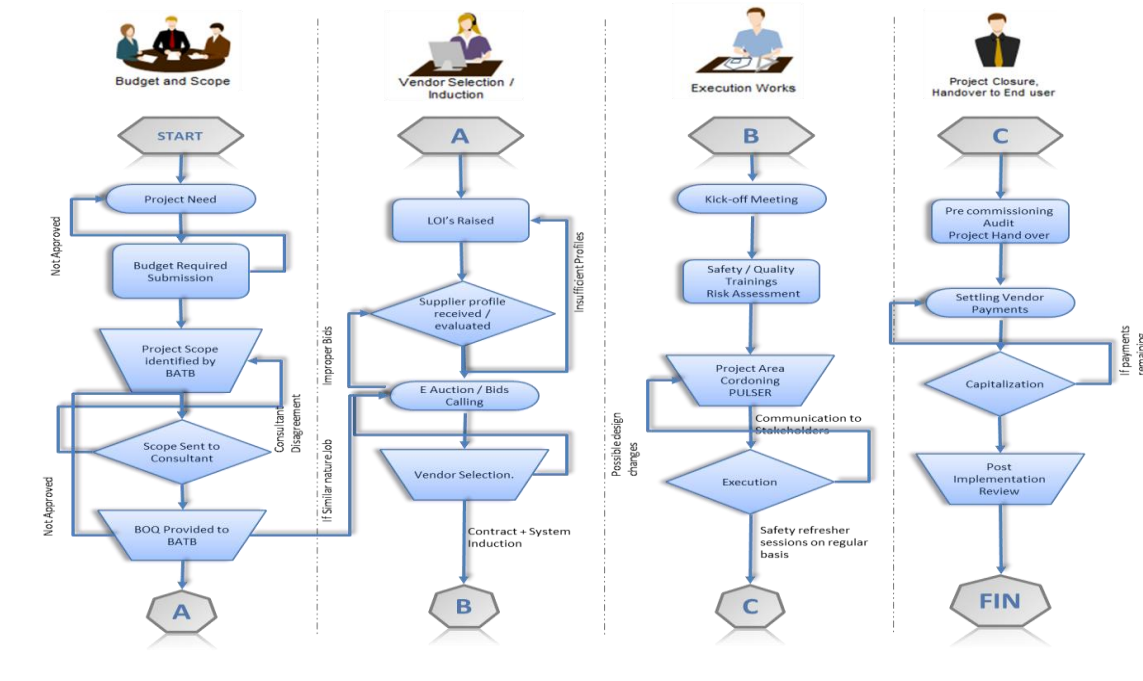
b) Secondary data collection: For in depth details about the company background I had to go through the annual reports of British American Tobacco Bangladesh. From there, I have collected the information's regarding their company profile, board members, operational system, vision, missions etc. Both the primary and secondary data along with my own personal observation I hope this report has become a successful one.

Analysis and Interpretation of the Data:

Division of the whole Operations Department:



Process flow for Project



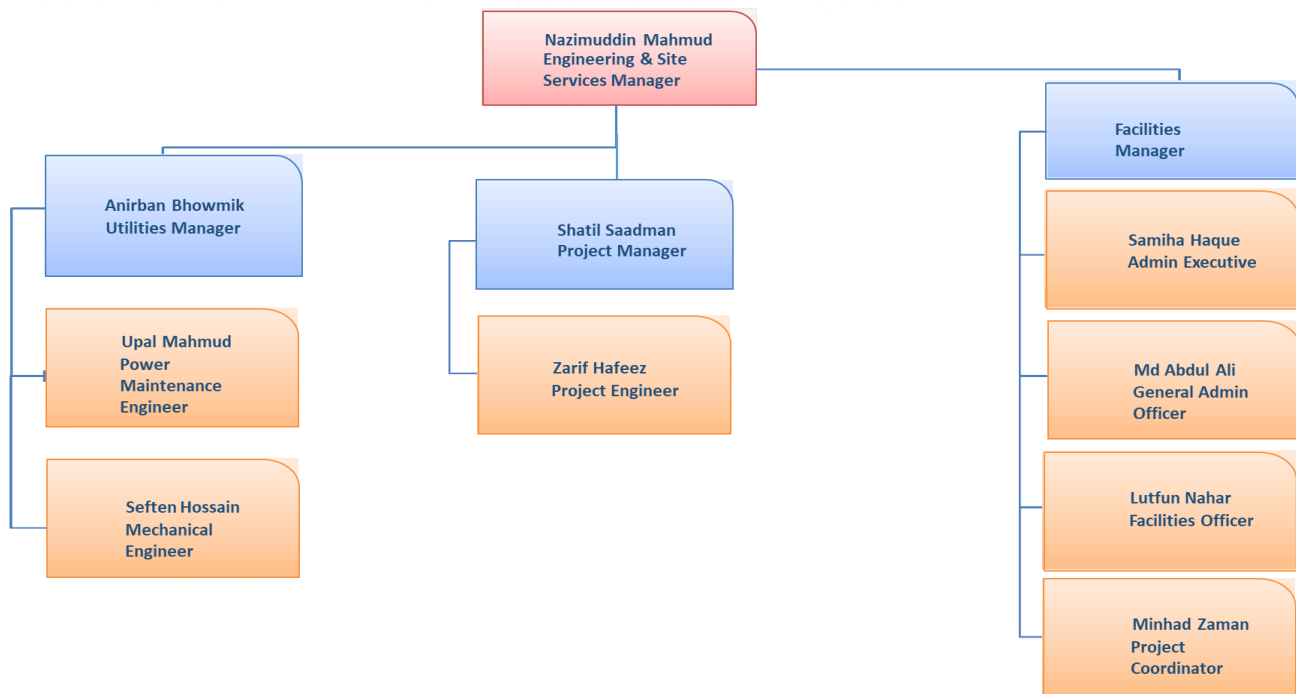
In this project flow we can see the various steps of how the project is been done from start to finish. Requisition for the project and followed by scopes, budget allocation, vendor selection, risk assessments, execution etc everything is listed here. The details are given below-

1. **Project Need:** When the company feels to start a new project or new work that needs to be done. It can be civil engineering work it can be any constructional work or related to engineering and site services.
2. **Budget required submission:** in the budget allocation part, Finance and procurement team works with ESS team to estimate the total amount needed to complete the entire project.
3. **Project scope Identification:** before starting a project, BATB conducts meeting whether that project is actually needed for the company or can be replaced with the existing system. If the justification is in favor of the project then, they approve for the permission.

4. **Scope sent to Consultant:** BATB hires some of the best consultants and advisors because this huge company cannot make any wrong decision. So, involving the consultant and third party is necessary. Some prestigious consultants give their valuable opinions regarding the project to be done or not to be.
 5. **BOQ provided to BATB:** Bill of Quantity is required to find out the total cost and investment for the entire project. This is also executed by procurement and finance department.
 6. **LOI's risen:** list of Investors are generated here and they go through the investors profile and consult with them how to identify the risks and opportunities of this project.
 7. **Supplier profile evaluated:** there are a lot of suppliers who will to work with BATB. The proper supplier and materials are identified here to work with.
 8. **Auction calling:** at this stage BATB provides quotation formation chance so that different vendors can give proposals to deal and sign the contract. Vendor selection is the most focal and crucial point here because choosing the wrong vendor can cost BATB a million. After going through the proposals from different companies, the best vendor with best deal and pricing gets the contract based on the tendering committee.
 9. **Vendor Selection:** After all the procedures they finally choose a vendor to work with and start the next procedure to begin the contract and project.
 10. **Kick of meeting:** in this stage the vendors are called to sit for a meeting with the project managers and engineer and they are supposed to talk and discuss in details about the project management process.
 11. **Safety/ Quality Trainings and Risk Assessment:** Training is a very important part here because without proper training the employees cannot be sure about their tasks and how to execute them. Risk assessment is something to be done before starting the project to minimize the impact of risk while doing the whole project.
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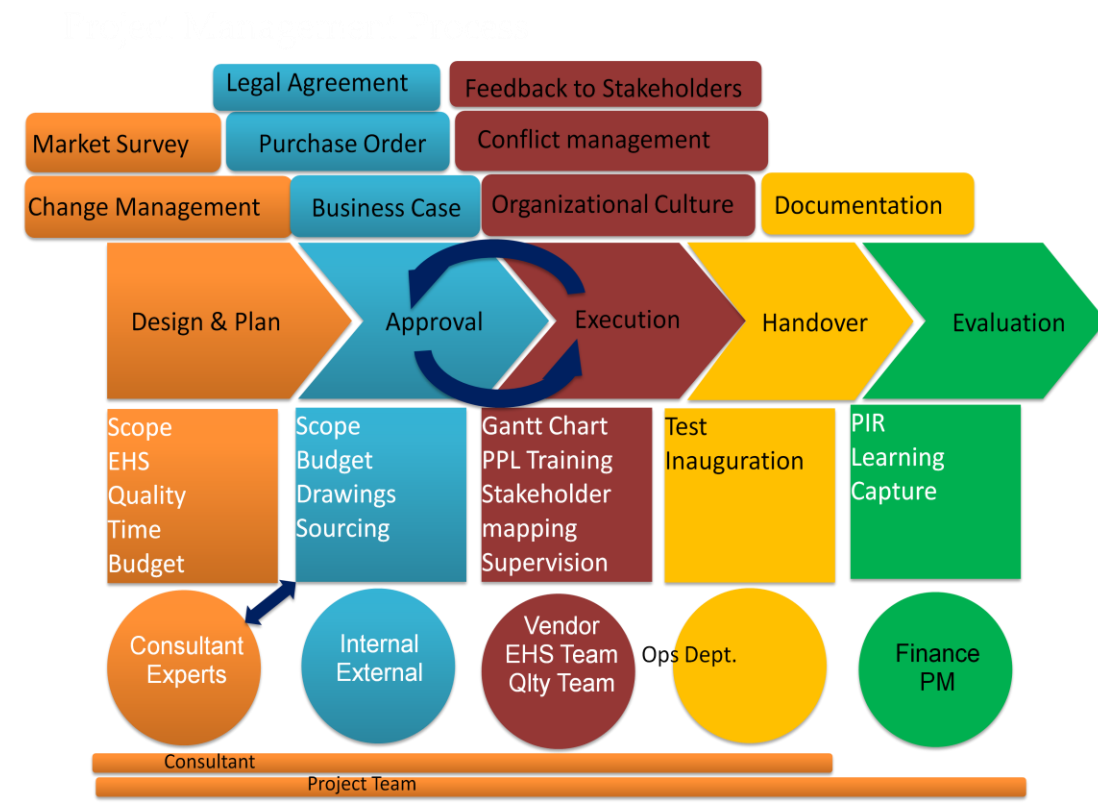
12. **Project area Cordoning:** while working on a civil or engineering constructional project the area must be covered and cordoned in order to minimize the entry of unauthorized people. This helps to protect the workers as well as the properties.
13. **Execution:** After all the measures have been taken now it is time to execute the entire project. This part begins when all the procedures are strictly followed as per the company policy.
14. **Project Handover:** After completing the entire project the vendor and its supervisor delivers the entire project along with the necessary paperwork's and documents to the project managers. And they Audit the whole project and find out the results.
15. **Setting Vendor payments:** BAT never pays in advance so, the vendors have to wait for their payment after completing the entire project. After auditing the whole project the finance department is supposed to deal with the payment procedure.
16. **Capitalization:** Capitalization means asset creating and in this stages all the projects are being entered in the register as an individual asset. This part includes them in order to make them an official BAT property.
17. **Post Implementation review:** when the whole process is done, the project team goes for checking the updates that how it is working and does it require any further upgrades.

Engineering and Site Services Team:



Project Management Process summary:

The following cycle shows how the project is being executed starting from legal agreement to handover. This is a cycle of the project being monitored inside BATB. This cycle is the key to get a successful project delivery.



Responsibilities of ESS department:

Co-Plan	<ul style="list-style-type: none"> •To categorize each project into Capital Expenditure Categories •To rationalize the project requirement
Planning & Designing	<ul style="list-style-type: none"> •Scope Definition, EHS RAProject, Quality,Parameters,Consultant Selection,Project Budgeting,Project Timeline,Identification of Change, Management Requirements
Approval	<ul style="list-style-type: none"> •Budgeting of Project as per BOQ •Writing of Business Case and getting approval •Raising PO in system
Execution	<ul style="list-style-type: none"> •Gantt Chart •Stakeholder Mapping and Management •Overall Project Supervision
Handover	<ul style="list-style-type: none"> •For handing over of all documentation related to machinery

Projects that I have worked with: As my manager is a project engineer therefore, his main role is to monitor all the projects being done or will be done in the future. Starting from project preparation to executing them and delivering the details on time is his core role in the company. As I worked under his supervision, I had to look after all the projects and prepare them on behalf of my manager. Most of the time I had arranged meetings to discuss about our upcoming projects. My manager used to give me specific timeline to finish all the tasks. The projects I have worked while doing my internship at BATB are described below with proper description.

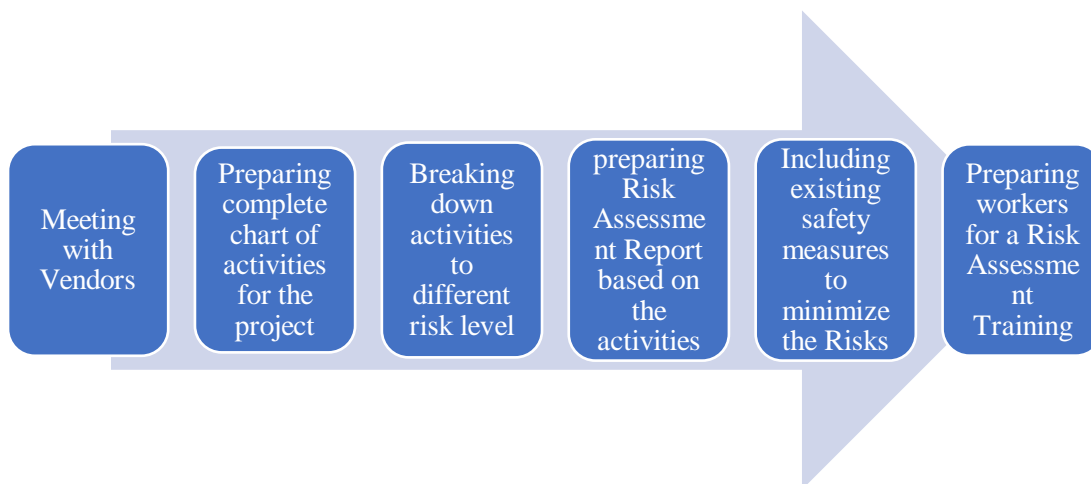
1. Asset capitalization: Asset capitalization for a company is very essential because it keep all the records of the assets being used for the company. British American Tobacco Bangladesh follows a certain way of keeping the records supervised by my line manager Zarif Bazme Hafeez. At first, they

choose selected vendors to import the materials they need for the company. It can be furniture's, electronics, plumbing materials, cable wires etc. after importing them successfully the first task is to have a count on all the assets and enlist them with certain asset numbers. For example, the project that I worked on "asset capitalization for Auctus" consists of all the furniture enlistment, Air conditions, lighting and electronics. Firstly, I had to count all the furniture's being used at my working area. I only had to enlist the materials which were taken by the vendor Insignia. I had a meeting with the vendor owner regarding the price and material details. After collecting the information from him I prepared an asset capitalization assignment and delivered it to my supervisor. When the whole process was completed my supervisor submitted this to the Finance department and they gave him some asset capitalization numbers. According to the list, I had to mark all the assets with their assigned capitalized numbers.

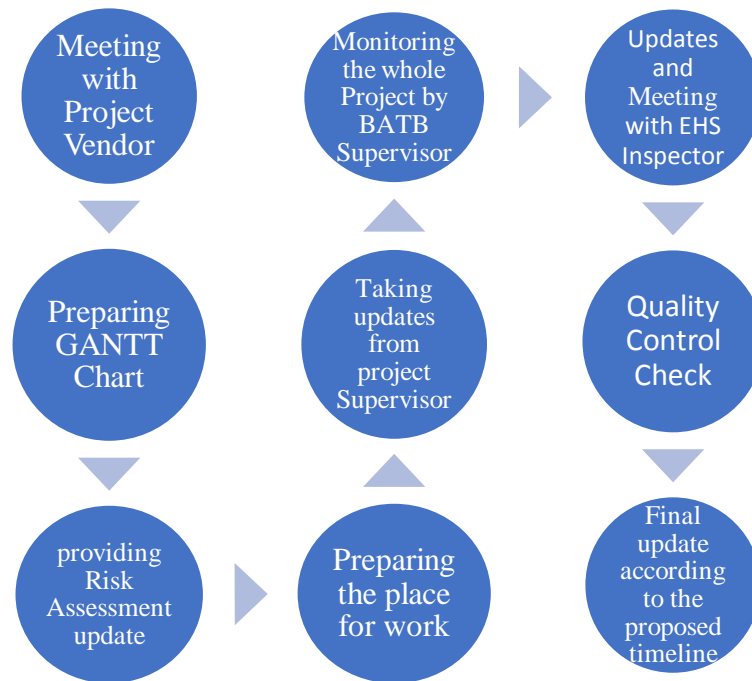
2. Vendor Enlistment: British American Tobacco Bangladesh works with a lot of vendors for different projects. While I worked there as an Intern I enlisted 4 new vendors of different categories. As my supervisor was a project engineer so, I helped him out for all the engineering vendors needed for BATB. Such as, Reverie, SUEZ, DAANA Engineering. In addition, I worked with some other managers as well so, they assigned me to enlist a restaurant for another purpose and that is Khushboo Restaurant. I had to arrange meetings with the vendors, collect all the required documents for the enlistment, and then go to different authorized personnel to take signature. Most of the time getting their signature was really a task job because they would ask for a lot of documents which sometimes, the companies weren't able to deliver on time. Thus, this enlistment process was a difficult task to do.

3. Risk Assessment: Risk assessment is a process of evaluating different level of risks related to an activity or task during the execution of a project. While doing different projects I had to help out my Civil Engineer managers to update the risk assessment related information's. At first I had to sit with the vendors to know about their working plan and then listing down all the issues that can happen during the project. The main purpose of this assessment is to minimize the chances of risk that can occur at any time during the workers working on that project.

Risk Assessment steps:



4: project Virtuso: British American Tobacco Bangladesh has come up with another plan to extend the ground floor of Head Office and build a new café for the employees because the current café which is a partnership of Kiva Han is occupying two large meeting rooms. Hence, to get an available café for the entire day they are working on this project and I was assigned to look into all the updates of the work progress.



5. Project SMD 2 Extension:

Secondary Manufacturing Department is the most crucial part of BATB. As all the packaging and exporting activities are done there, so, the space felt a bit narrowed down. BATB project team was working on it to extend the SMD2 to get more space regarding the manufacturing process. The project started on 2nd June 2018 and it will end on September 15th. My duty was to go to the factory every day and take pictures and update report of the project being done. Then, I had to submit those updates in a form of presentation to my project engineering team. Some of the time I had to improvise my performance, but most of the time they were happy with my activities.

6. Project Column strengthening: British American Tobacco Bangladesh is a very old company. In 1965 they set up all the machineries required to produce cigarettes. Thus, with time the area and the factory are being depreciated day by day. To ensure the safety and capacity of the factory, the project team was working on the column strengthening project to give extra support to those old pillars and the columns so that no accident happens regarding collision or earthquake. In this project I had to prepare a layout of the entire process and then prepare estimated timeline for the project to be finished and then take updates on the work being done. Normally, I used to work on those spreadsheets and PowerPoint presentation to present my updates.

7. Preparing Gantt chart: Gantt chart is a mandatory outline before starting any project. In the Civil Engineering sector and site services of BATB they always consult with the vendors and take a tentative outline regarding the starting and finish dates. A Gantt chart is a systematic study where all the tasks regarding a particular project are shown with tentative timeline. BATB follows this Gantt chart strictly and takes update on a regular basis whether the work has been done on time or not. If the Vendor fails to meet up the proposed timeline, they have to pay a large amount of fine. After preparing the Gantt chart I had to take updates on a regular basis whether all the tasks are being done on the declared time or not. I had to report to my manager as well as other higher management regarding the work updates. I must say, those project management task updates were very difficult to do because the vendors wouldn't give proper time and information and sometimes they would even negotiate not to complaint to the managers otherwise vendors will be charged.

8. Preparing EHS meeting minutes: Environmental Health and Safety department conducts EHS meeting with the ESS department every single month and their task is to find out the problems or issues which can cause trouble in near future in BATB. Before the meeting conducted for every month I was assigned to arrange it and take all the notes which were discussed in that meeting. This is not about only listing down the points rather working on spreadsheet where all the data's will be stored in a systematic way. The issues which are reported at the meeting need to be solved within the next month and according to the type of the severity time can vary. A sample is attached to show the project I have worked with.

9. Lynda Launching activation program: Lynda is a part of LinkedIn and we the interns were supposed to work on this volunteer project. Registering all the employees of the company was our primary focus. I had the responsibility to sign up the employees of my department. As it was a process based task so it took me two days to register all the employees in the system.

10. Project Revierie: Revierie is an engineering company which is to be enlisted with British American Tobacco Bangladesh and has to work on different civil engineering project. So, my duty was to have a proper meeting with the guiding the EHS security guidelines and the system and also to take their interviews in order to check whether they are capable of doing the project or not.

11. Other activities: Apart from the project management activities, I have done some other works in the department as well. For example- Fleet management system update, preparing Purchase Order, preparing Vendor codes, Scanning important documents, updating the VRMS software for car requisition etc. these are the parts of the facilities team. I didn't have any problems to work for other people apart from my manager hence, I received a good compliment form those employees for being sincere and co operative.

Findings of the Study:

After the collation and interpretation of the whole project management system from a bird's eye view of which I have found out the following information's-

1. Project management team works not only to design or plan the projects but also to execute them with a meaningful outcome.
2. Input in design changes approval for any project needs to be consulted with the EHS department to ensure all the projects are being executed safely.
3. Project Engineer delivers all the primary information's needed to execute the project with the help of his representative in this case I helped him for the last three months and then deliver it to the project manager and he settles all the negotiation and further assistance.
4. All the responsible employees of this department arranges for meeting every week to take project updates and find out the problems regarding the project execution.
5. The on field information's are necessary to find out the required project updates so, without visiting the vendors and factory continually the project updates cannot be done. Though, sometimes it is just a desk based job still visiting factories on regular basis is must for the project team.
6. Some of the major scopes for the project management team is to manage the infrastructure growth and managing its Capex, utilities to support continuous operation in order to deal

with energy conversion, business impact analysis, business contingency plan, changes in the factory layout etc.

Recommendation:

After analyzing the whole report, I have come up with some suggestions which can be implemented to produce some fruitful results.

1. Analyze the actual situation in depth regarding a project to make the overall process more efficient and less time consuming. The whole ESS department can work together by sharing their responsibilities from the very beginning.
2. The most inconsistent matter I have seen working over there to some extent there prevails a communication gap between the management level and worker level in the factories for some projects. For example, the project which I was handling is about making the columns more strong. The project is quite important as it will help the organization to move on to a long period of time but as far to the technicians our project was valueless. They took as it would not come in any further use and were highly disinclined to provide us with the necessary help. But instead if the management committee bothered enough to make those workers understand how important the project is for the organization and for them also then the situation had been far more better and work friendly. So, I strongly believe that the management level should take this issue in their important consideration.
3. Finally to minimize the cost of the manufacturing and other related projects, they should monitor the factory workers more often, so that they cannot steal or mismanage things. The project management team never goes for inspection thus all the mishaps occur and create chaos.
4. The lack of importance of following chain of command is seen here. For example, When the department head distributes the task among the other project managers, the managers are responsible here to deliver the information's to the project engineer. Instead of giving him a proper brief they just throw it as a challenge on the face and thus the engineer gets confused about the entire process.

5. Appointing more operation employees to the department would minimize the pressure of the engineer. As, there is only one project engineer so he goes through a lot of work pressure so, sometimes he can't produce fruitful result. When I was an intern, I had to manage a lot of important projects and it never felt like I was an intern because I worked for confidential projects where they were very big responsibilities to fulfill. Some other employees could help the main engineer to minimize the work pressure.
6. Following deadlines was never a thing for BAT because most of the times I have seen after delivering a project or task they would never check it immediately and they usually take a long time to complete any project. For example, when I was working for SMD 2 extension the Gantt chart showed that excavation should be done within June 1st week but they finished it near the end of June and the company didn't bat an eye on that. If they could take this issue seriously they would easily get the job done within the deadline.

Conclusion

After working at British American Tobacco Bangladesh for three months as an intern under the department of Engineering and Site Services, I have learned how the entire department works and how they execute all the projects. In the beginning of my internship journey I had mere ideas about the whole function of the organization. But after completing my three months over there, I managed to understand the whole scenario of the department as well as the organization. This entire report is a reflection of my three month long study and experiences and I hope I was able to deliver an informative study on my selected topic. British American Tobacco Bangladesh follows a very strict procedure regarding every single task hence; they execute all their activities in a very meaningful way. Though cigarette is a very harmful product for our health but BATB is trying continually to produce less harmful products for its consumers and BATB never influences its consumers to have more cigarettes. It only focuses on the interested buyers. Though BATB faces some sort of problems in its production process due to sudden machine breakdown and some other waste related issues, still the company can proclaim itself as a successful production hub also the Dhaka factory of British American Tobacco had the third highest amount of cigarette production among all So, British American Tobacco Bangladesh should dream big to proclaim itself as the highest production hub

adding more and more value to its parent company British American Tobacco and throughout this whole journey following their own principles. The project management team adds extra value to the civil engineering works and all the site related projects. BATB is a company to work on various fields. Their working environment is beyond imagination and it is employee friendly. It was my utmost luck that I got to work with such a huge company as an intern. Though, I wanted to work with Human Resource Management department but, as they appointed me as an intern of the engineering department I learned a lot of new things regarding engineering works. I shall carry this learning throughout my entire life and apply it where it is necessary in the future corporate world.

References

1. www.batbangladesh.com
2. <http://www.bat.com/>